RECEIVED CENTRAL FAX CENTER

DEC 0 9 2004

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of: Examiner: Eric T. SHAFFER Chingwei Peter CHENG and Sang LEE Art Unit: 3623 For: METHODS AND SYSTEMS FOR Confirmation No.: 2945 DEFINITION AND CATEGORIZATION CUSTOMER LIFECYCLE Customer No.: 22430 Serial No.: 09/607,914 Total Pages: 4 Filed: June 29, 2000 RESPONSE TO 37 CFR §1.105 REQUIREMENT FOR Atty. Docket No.: ORCL5638 <u>INFORMATION</u>

CERTIFICATE OF TRANSMISSION UNDER 37 CFR 81.8

I hereby certify that this document and the documents referred to herein are being transmitted by facsimile to the Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, fax number 703-872-9306 on <u>December 9, 2004</u>.

Mita J. Miller

Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450

Sir:

Responsive to the 37 CFR §1.105 Requirement for Information mailed October 27, 2004, Applicants' representative submits herewith an "AFFIDAVIT IN SUPPORT OF RESPONSE TO RULE 105 REQUIREMENT FOR INFORMATION OF 10/27/04".

This Affidavit, executed by both inventors of the present application, states that the lifecycle factor described and claimed in the present patent application was derived from the inventors' own research and was not taken from any known reference within the customer categorization or any other arts.

Page 1 of 2

Serial No. 09/607,914 Atty. Docket No. ORCL5638 It is respectfully submitted, therefore, that the requirements of Rule 105 have been satisfied and that the present application is now in condition for allowance and early passage to issue. If any unresolved issues remain, the Examiner is respectfully requested to please contact the undersigned attorney of record at the telephone number indicated below.

No fees are believed to be due herewith. The Commissioner is hereby authorized to charge any fees which may be required to Deposit Account No. 15-0635, referencing Docket No. OID-1999-137-01.

Respectfully submitted,

Date:____ Dec. 9, 2004

Alan W. Young

Attorney for Applicants
Registration No. 37,970

YOUNG LAW FIRM, P.C. 4370 Alpine Rd., Ste. 106 Portola Valley, CA 94028

Tel.: (650) 851-7210 Fax: (650) 851-7232

\\Y\fserver\YLF\CLIENTS\ORCL\5638\5638\RESPONSE.doc